



Visual Art at the heart of Shropshire, Telford and Wrekin

## **Visual Art Network (VAN) – Volunteer Management Policy**

As a volunteer-led organisation VAN relies upon voluntary effort for all aspects of its management, administration and activities.

In recognition of the importance of volunteering to the success of VAN, regular volunteers receive preferential rates on the commission they pay on gallery sales of their work. Each act of volunteering earns the member a Volunteer Point (VP) value which varies depending on the type of volunteering (see categories of volunteering and their descriptions below).

In order to qualify for the lower commission rate members need to achieve 4 VPs within a rolling 7 month period.

### **Gallery Volunteering (1 VP per session)**

The street gallery is entirely operated by volunteers and therefore opening days and times are subject to the availability of volunteers.

Volunteering sessions are:

- Tuesday – Friday: 11.00 am – 3.00 pm
- Saturday morning: 10.00 am – 1.30 pm
- Saturday afternoon: 1.30 pm – 5.00 pm
- Sunday morning: 11.00 am – 1.30 pm
- Sunday afternoon: 1.30 pm – 4.00 pm

In the interests of safety and security each session must be staffed by a minimum of two volunteers. When only one volunteer is available to attend a session they will be notified and the gallery will be closed for that session.

Staffing of the gallery is managed through an online rota which registered volunteers can access to sign up for specific sessions.

Instructions for gallery volunteers are contained in the Volunteers' Handbook, a hardcopy of which is kept in the gallery and a digital copy can be downloaded from the VAN website.

The following additional instructions are also available as hard copies in the gallery and as digital downloads from the VAN website.

- Instructions on the use of the card reader
- Instructions on issuing gift vouchers
- Guidelines for Volunteers re Covid-19

New volunteers will be sent copies of the Volunteer Handbook and additional instructions to read in advance of their induction / introductory session.

New volunteers will be paired up with an experienced volunteer mentor for their induction / introductory session and shown everything that is required of volunteers in the gallery.

The new volunteer's induction is monitored and recorded on the Volunteer Induction and Registration Form.

Once a new volunteer has completed their induction and understands all aspects of stewarding in the gallery they are signed off as registered and are given access to the online rota so that they can book stewarding sessions.

### **Organisational Duties (0.5-1 VP depending on the type of task)**

Volunteers are required for other activities, including the management and administration of the charity through the Trustees.

Trustees operate in accordance with the Constitution and with regard to the Charity Commission's Guidelines on the duties and responsibilities of Trustees and the Seven Principles of Public Life (also known as the Nolan Principles).

Members may also undertake organisational duties at the request of Trustees. These duties include, but are not limited to, helping with administrative tasks, participation in Working Groups and assisting with marketing and publicity.

### **Gallery Changeover and Maintenance (2VPs)**

This category of volunteering includes cleaning, preparation and painting of the gallery, taking down and putting up exhibitions and giving demonstrations in the gallery.

### **Professional Services (4VPs)**

A task is considered a professional service if it is more time consuming, an exceptional task or saves VAN money by negating the need to hire and pay a professional to carry out the work. Tasks that fall into this category include exhibition poster design, social media curation, gallery window artwork and Blog writing.

All non-gallery volunteering will be supervised by one of the Trustees.